



Personal Outcomes Stories during COVID: Phase 2 understanding from experience

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What has continued to help keep a focus on what matters for people during the pandemic?

We've continued to engage with care homes, using Zoom to provide a forum for different care home to come together for discussions and learning. Because many have been feeling isolated, they have valued a space to 'meet' each other which is supportive as well as being an opportunity to learn and reflect.

Are there changes that seem to be lasting longer term and are there things that have slid back to old ways of doing things?

The way we deliver education has changed as we aren't able to meet face to face. In many ways, this has increased access for staff and as they've become more familiar with using technology, they have participated more freely. We are now also using technology much more to connect with people in our communities (for example, people who used to attend Day Care). This is working really well for some, as it provides a forum for people to meet, connect and support each other. Clinicians are also using NearMe and the phone to provide clinical assessment, interventions and supports.

Technology doesn't work for everyone, and there is a worry that some people are left feeling isolated. We are constantly trying to address this by thinking of creative ways to connect people (an example from our Creative arts facilitators is the 'dove project': wooden doves and butterflies have been sent out to people normally attending day care inviting them to decorate doves and fly them back to the hospice, while decorating and keep the butterflies or passing them on to family and friends. Doves fly back to the hospice with comments: *"I have totally loved doing this and it made me feel part of something really good"* *"It challenged me in a good way"*



We have shared this work with our Care Home community, who have adapted the project to connect residents and families in their own settings.

What difference has this made to people?

We now have much closer relationships with some care home staff, which means people are more likely to phone for help if they need it – and this is reciprocal as we know where to go for advice too.

Staff in care homes have felt well supported: *“Very reassuring – I get a lot out of these sessions. Reassures me that we’re all in this together and it’s good to hear what others are doing.”*

We are maintaining connections with those who used to attend our day services and providing opportunities for peer support, which is an important element of the day care experience.

How did this make you feel?

It’s always good to get positive feedback from those we are involved with. There is, however, an element of frustration as we would like to meet people face to face, but currently that isn’t an option. Thankfully, technology has really helped us during this pandemic.

Reflecting on your experiences what have you learned?

That people are resilient, creative and resourceful.

What difference has it made to you to tell your story as part of this project?

It’s good to reflect on this journey and think about how far we have come, and think about the things we have gained as well as the things we have lost.